net10 portal

user guide

net10 portal
user guide

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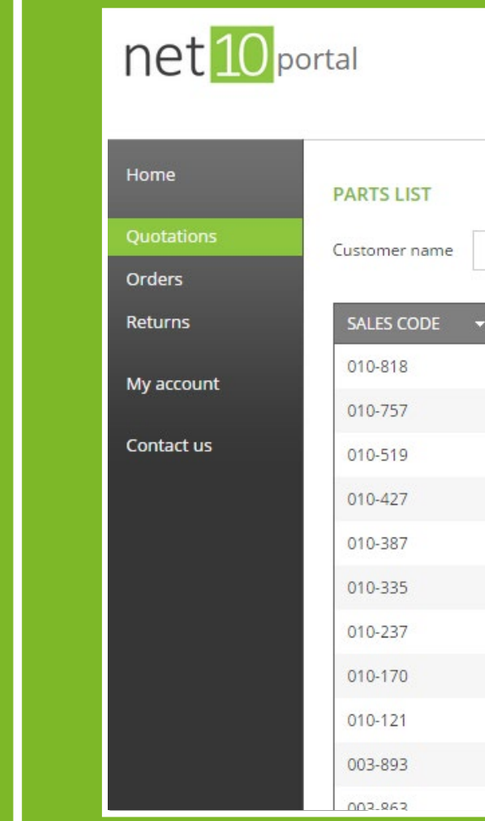
welcome to the net10 portal



how to get started

what is the net10 portal?

The net10 portal is your communication portal into Paxton, and your one-stop shop for all things net10.

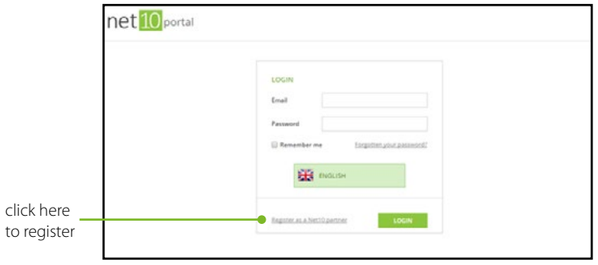
This document will help you get started, and show you how you can navigate and manage your net10 portal. You can also submit case studies here, and manage your net10 account.

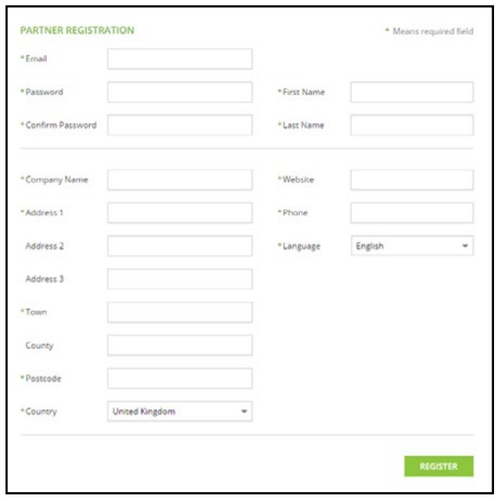
Find out how to register as a partner, edit users, place orders, and much more. Plus, learn where to go for more support should you need it.

register for your account

Go to www.net10portal.com and you will see the screen shown below. First of all, select your language.

You need to fill out your details on the registration form to register your company on the portal and set yourself up as an administrator. At this stage, you need to enter your email address; this will be the address we use to contact you as well as your login name, and therefore must be valid. Create a password, making a note of it for your records. Once you have registered, you can then log in to the portal.





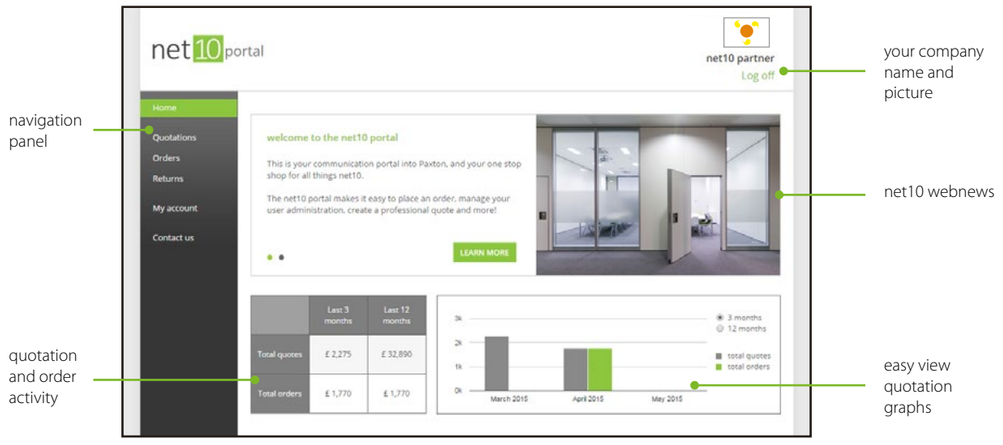
log in

Firstly, log in at www.net10portal.com using your email address and password, and select your language.

Can't remember your password? Simply follow the on-screen instructions to reset. You can call our net10 helpline on +44 (0)1273 810649 if you need any further assistance. For international phone numbers, please see the more support section of this guide.

the homepage

Catch up with net10 news, view recent quote activity and orders you have placed, in an easy to view graph.

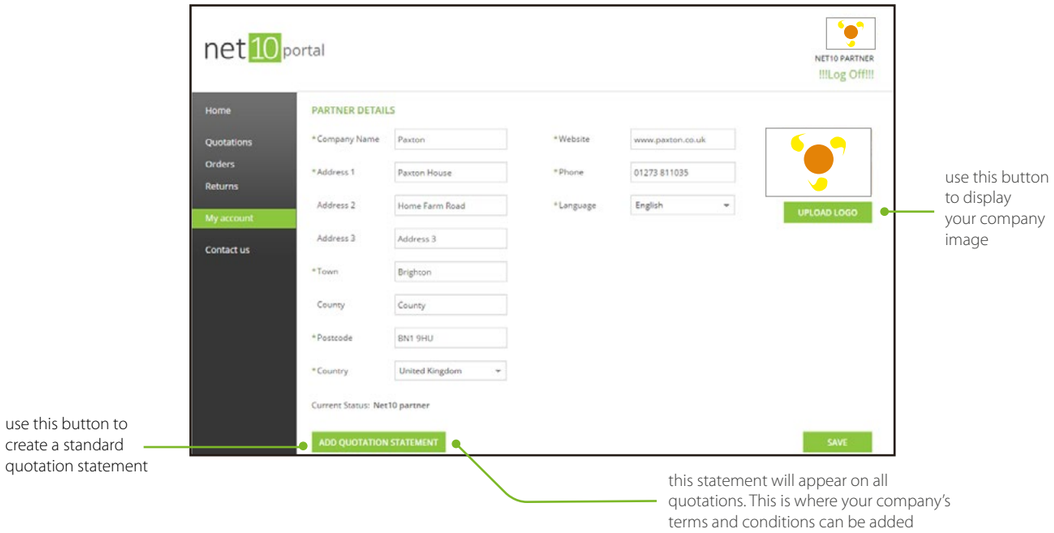


my account

This area displays your company credentials and allows you to upload a company image.

The upload logo button allows you to upload your company logo, which will appear on all your quotes as standard. When selecting your company image, you must ensure that the image file size is no larger than 5MB. You can use the portal to create quotes when specifying for your customers, as a printable PDF document or CSV file*.

The add quotation statement button allows you to add your trading name or mission statement that will then appear at the bottom of all quotes you create, for example 'Abacus Ltd, Powering Your Home.' You can also use this to add your quote validity period or state your general terms and conditions.



use this button to display your company image

use this button to create a standard quotation statement

this statement will appear on all quotations. This is where your company's terms and conditions can be added

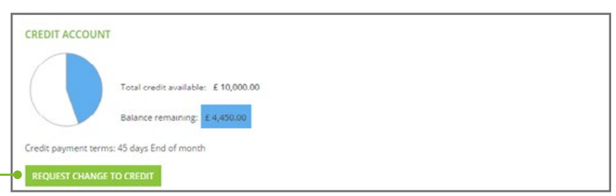
my account | open a credit account

You will need to open your credit account before you begin placing orders. Fill in the required fields, including finance contact name, company registration number, credit card only account and the amount of credit you are requesting. You will receive an email confirming when your credit account has been approved.

You can now start ordering your net10 products!

Once opened, this area displays the total credit available to you. You can request a change to your payment terms and credit limit by clicking on the request to change credit button.

You will receive a response within 24 hours.


CREDIT ACCOUNT
Total credit available: £ 10,000.00
Balance remaining: £ 4,450.00
Credit payment terms: 45 days End of month
REQUEST CHANGE TO CREDIT

use this button to request a change to your payment terms

*A CSV file is an easily downloaded spreadsheet file, where you can edit and manage quotes.

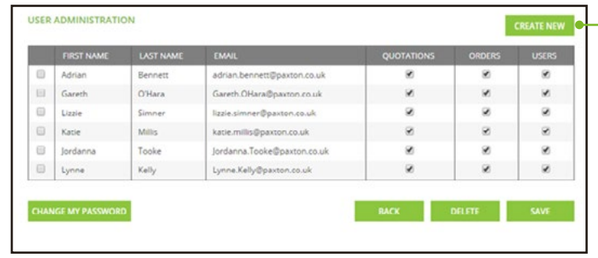
my account | user administration

User administration allows you to set up your users and what they can access within the net10 portal. Create permissions for your portal users by clicking on the edit users button at the bottom of the my account screen.

This is where you can create and delete users, and edit account permissions.

use this button to access the user administration screen

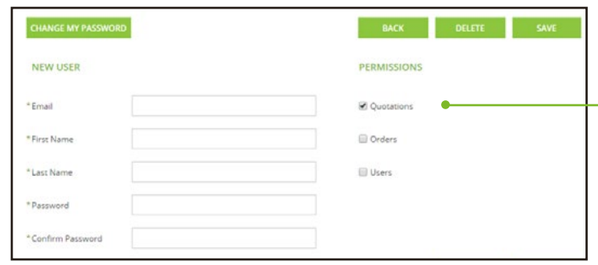
You can view your current portal users in the table on screen.



use this button to create a new user

my account | create a new user

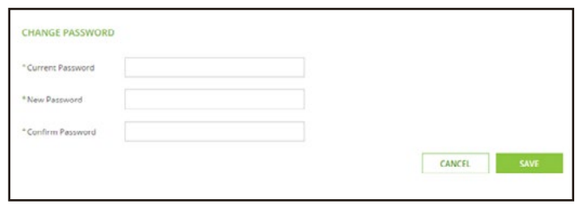
The create new button is where you create a new user. You can apply their appropriate permissions in the tick boxes on the right of the screen. For example, if a user can create quotations but not edit users, or orders (see example below).



set permissions for users here

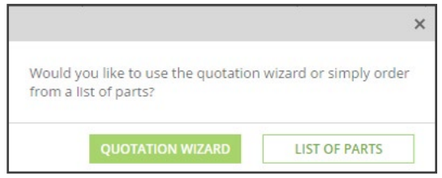
my account | change my password

Simply enter your details into the required fields to change your password.



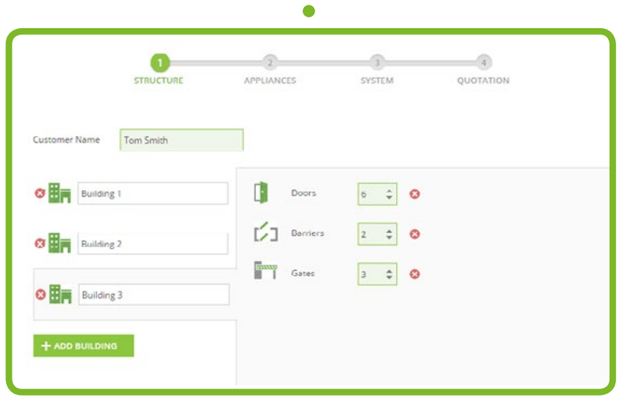
how to create a quote - quotation wizard

Go to the quotations screen, within the navigation panel and click create new. The following message will appear:

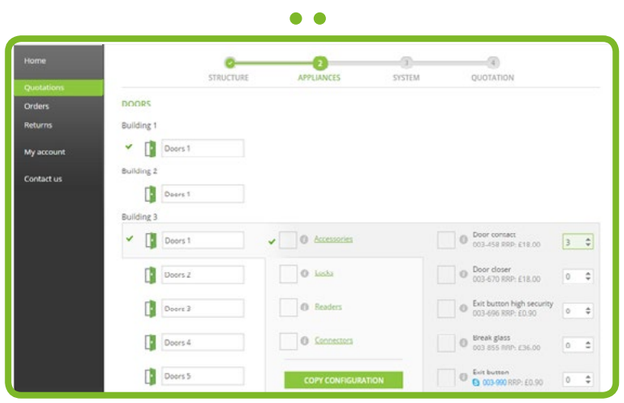


The quotation wizard allows you to create professional quotations by building your quote step by step. Alternatively you can create a quote via the list of parts, where you can select the products you require from a complete list.

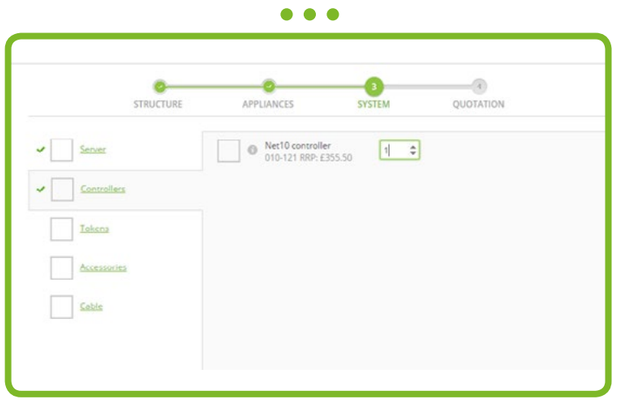
Below is a visual of the quotation wizard process.



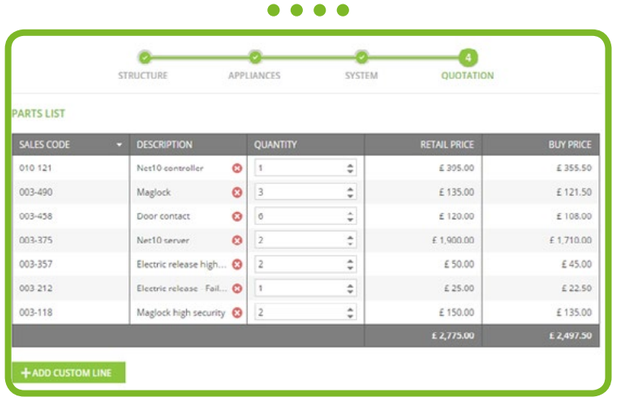
Enter your customer's name at the top of the screen. Add the structure of the site, for example the number of buildings and its requirements, by selecting in each box how many units you require. At this stage you can also name your buildings.



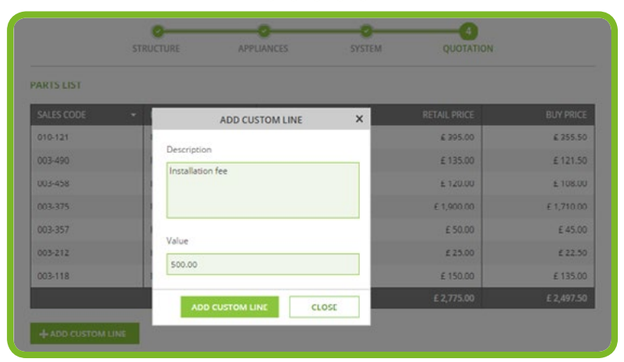
Add the appliances relating to the structure of each building. An appliance is a physical product controlled by net10. You can copy the configuration for each area by selecting the copy configuration button. You also have the ability to individually name appliances, such as doors.



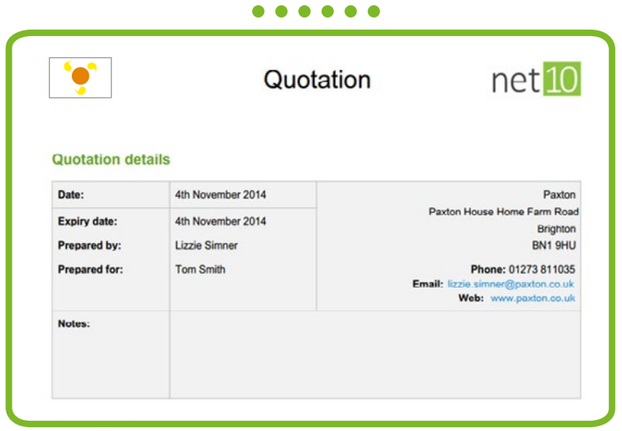
Create the framework for your system, net10 server, tokens and accessories. At this point you select the core elements required for your system as well as the option to purchase installation accessories and cabling.



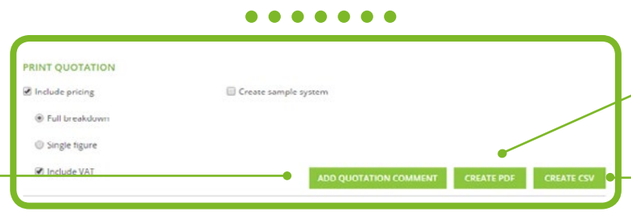
Your chosen list of parts will then appear in the parts list screen.



Add a custom line is where you can add extra information into your quote. For example installation fee, maintenance fee or even a discount level.



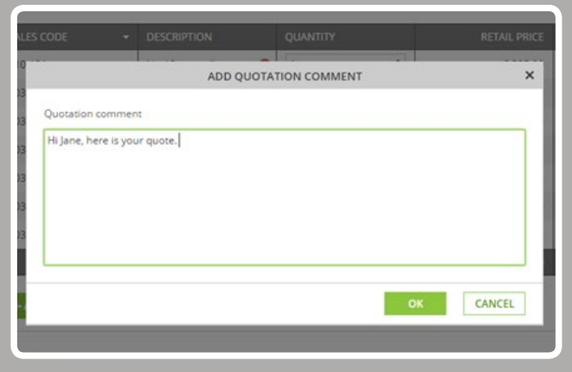
You now have a professional quote to show your customers. Alternatively, you have the capability to create a CSV file, and export the information into your own format.



Export your quote into PDF format or a CSV file using the relevant buttons, you can then send this to your customers.

You can also print your quotations with a variety of specific details, for example, full breakdown or single figure, including or excluding VAT.

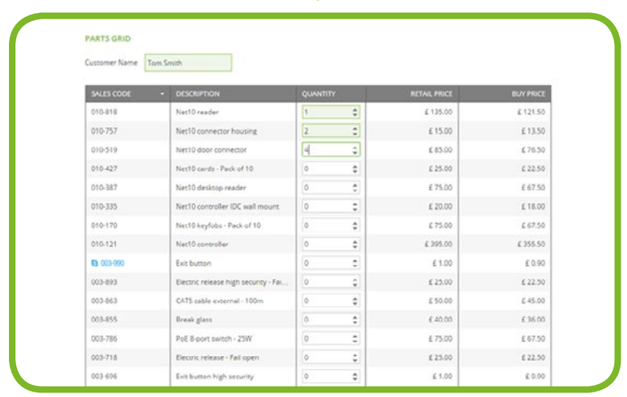
did you know?



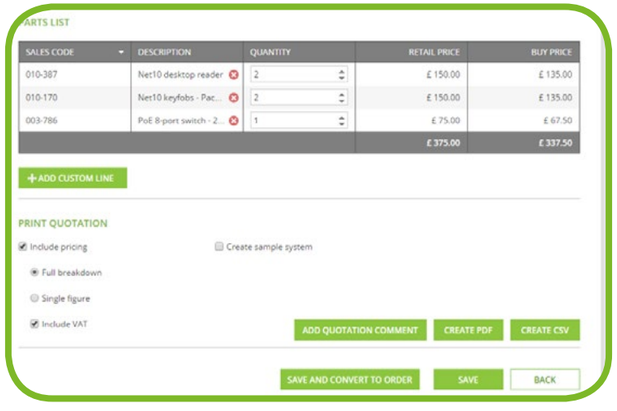
You can add a personal message to your quote for your customer to see, using the **add quotation comment** button. Simply click **OK** when you are finished.

how to create a quote - list of parts

The alternative to using the quotation wizard is to simply select the list of parts. You will be able to create your order using the list of products, including sales code.



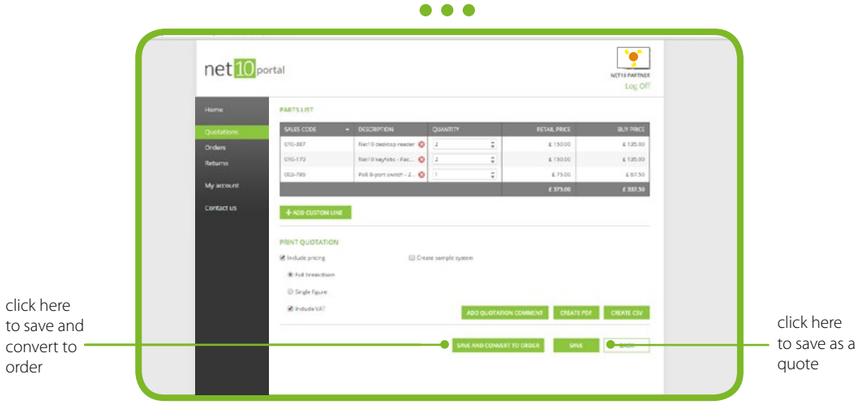
Enter your customer's name at the top of the screen and select the quantity of each product required. Click proceed.



You are now looking at the print quotation section of the parts list screen.

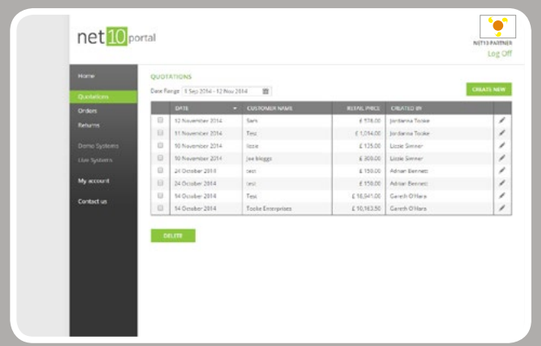
You have the option to select your preferred price breakdown - either a full breakdown, single figure, with or without VAT.

how to order net10 products



At this stage, you can save your order to return at a later date. You can also save and convert to order to begin processing your order with Paxton straightaway.

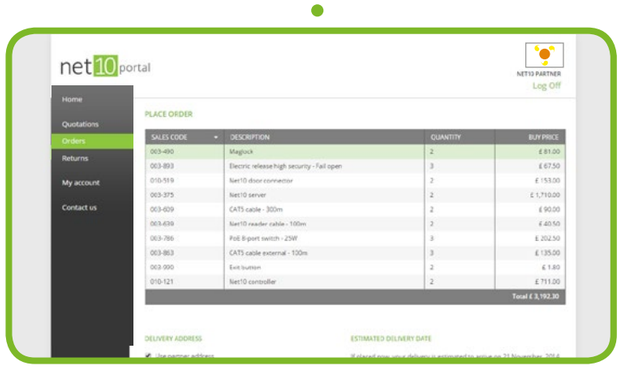
did you know?



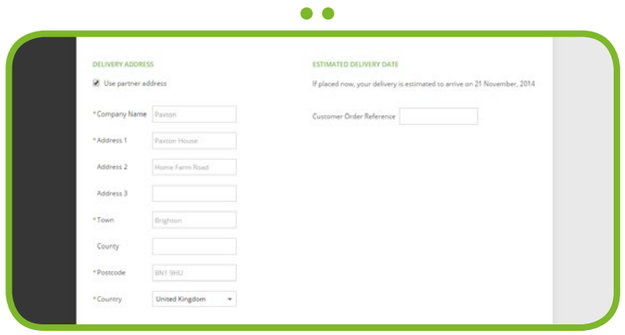
You can view your total completed quotes by clicking on the quotes tab or you can narrow your search to a date range using the calender icon. Click on each quotation line individually to view the list of parts within each quote.

place an order

Once you have clicked convert to order, you will come to the orders tab within the navigation panel. These steps will take you through to confirming and completing your order.

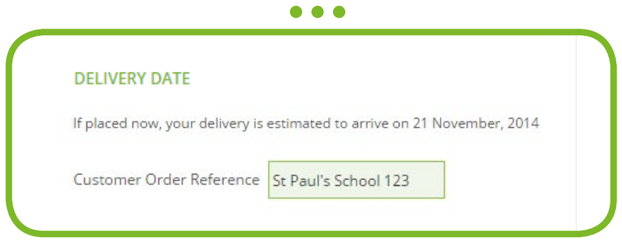


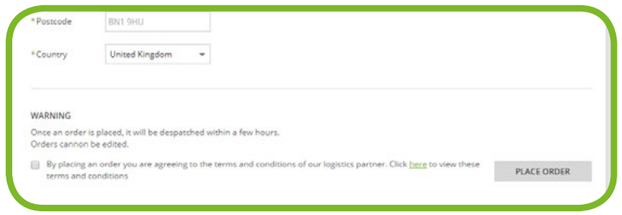
Here you can enter your delivery address, or the site address and select your desired delivery date.



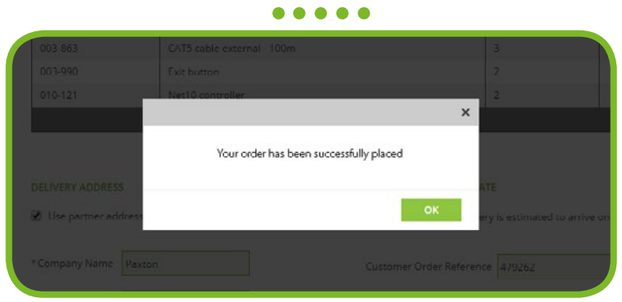
Create your unique customer order reference for your records.

This can be a mixture of letters and numbers up to 250 characters, and could be your customer's existing order number or one that you create, to help you identify and track your orders.


DELIVERY DATE
If placed now, your delivery is estimated to arrive on 21 November, 2014
Customer Order Reference
St Paul's School 123


*Postcode
BN1 9HU
*Country
United Kingdom
WARNING
Once an order is placed, it will be despatched within a few hours.
Orders cannon be edited.
By placing an order you are agreeing to the terms and conditions of our logistics partner. Click here to view these terms and conditions
PLACE ORDER

Before you click place order please ensure you have read and agreed to our global logistics partner's terms and conditions. You can click on the link to view these at this stage.



Once you have clicked place order you will receive a confirmation message stating that the order has been successfully created.

view existing orders

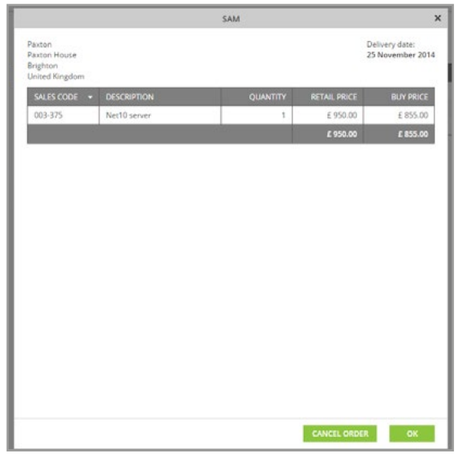
From the orders tab, you can view your list of placed orders by date, as well as view and track your confirmed orders. Use the calendar to view existing orders within a selected time frame.

You can see the status of your orders by hovering over the hourglass icon in the right of your orders overview table (as shown in the image below).

Click the icon to bring up a summary of each order. Orders can only be cancelled when in the pending status, as indicated by the hourglass icon. Once your order is displayed as despatched, it cannot be cancelled.

cancel an order

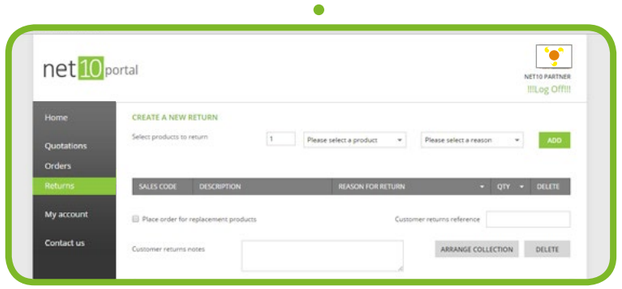
While orders are pending, you may cancel them. Click the cancel order button, and your order will be cancelled with immediate effect. If you wish to re-order at a later date, you can find your cancelled orders saved in the quotations tab in the navigation panel.



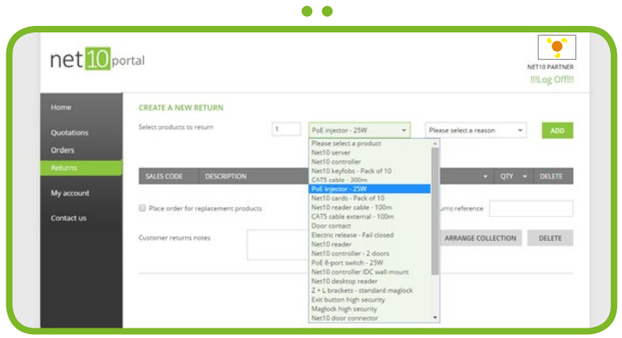
how to return net10 products

create a new return

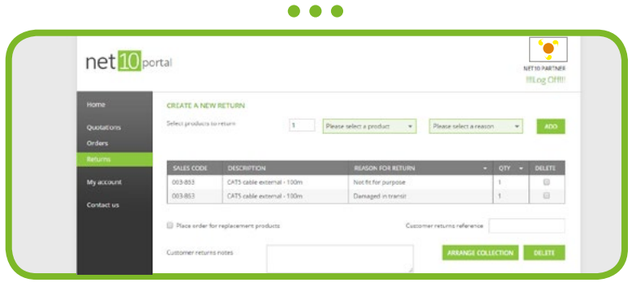
Click returns in the navigation panel. This is where you can log your returns for replacement parts or products. Click create new return.



You will now see the new return screen where you create your return order.



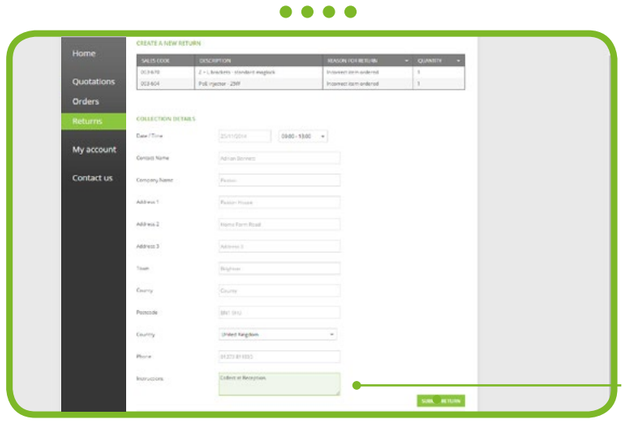
Simply enter the quantity, select the product you are returning from the drop down list, and enter the reason for return. Click add and this will populate your return.



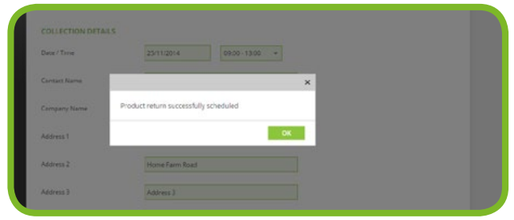
Enter your customer reference number, and any optional notes you would like included, for example 'order placed by mistake'.

If you want to replace all of the products you are returning, tick place order for replacement products. Should you wish to replace individual items, these will need to be processed separately.

Now click arrange collection.



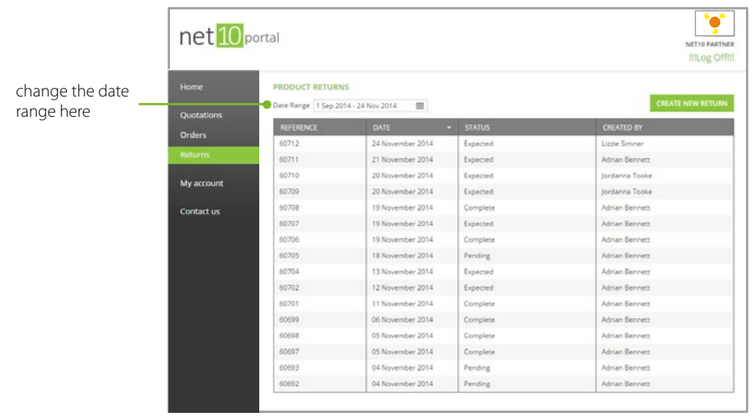
Fill in your collection details, including date and time slot, and confirming collection address. Your return will begin processing straightaway. At this stage you can add any special instructions for collection.



Click on submit return to complete the process, and you will see your confirmation message.

view existing returns

You can view a list of your previous returns. Use the calendar icon to view existing returns within a selected time frame.


change the date range here
net10 portal
NET10 PARTNER
!!!Log Off!!!
Home
Quotations
Orders
Returns
My account
Contact us
PRODUCT RETURNS
Date Range
1 Sep 2014 - 24 Nov 2014
CREATE NEW RETURN
REFERENCE
DATE
STATUS
CREATED BY
60712 24 November 2014 Expected Lizzie Simner
60711 21 November 2014 Expected Adrian Bennett
60710 20 November 2014 Expected Jordanna Tooke
60709 20 November 2014 Expected Jordanna Tooke
60708 19 November 2014 Complete Adrian Bennett
60707 19 November 2014 Expected Adrian Bennett
60706 19 November 2014 Complete Adrian Bennett
60705 18 November 2014 Pending Adrian Bennett
60704 13 November 2014 Expected Adrian Bennett
60702 12 November 2014 Expected Adrian Bennett
60701 11 November 2014 Complete Adrian Bennett
60699 06 November 2014 Complete Adrian Bennett
60698 05 November 2014 Complete Adrian Bennett
60697 05 November 2014 Complete Adrian Bennett
60693 04 November 2014 Pending Adrian Bennett
60692 04 November 2014 Pending Adrian Bennett

frequently asked questions

how long will it take to receive my net10 products once ordered?

If you place your order by 7pm GMT, you will receive your products the next working day. When you place an order after 7pm, you can expect your products within two working days.

is there a maximum amount of times I can request a change to my credit terms?

There is no limit on how many times you can request credit changes.

when I call the support number, how much will I be charged and who will I speak to?

You will be charged at your standard call rate and be put through to Paxton's net10 technical support team.

is there a maximum amount of users I can have on my user administration?

There is no limit on the amount of users you can have on your system.

what do I do if I lose internet connection halfway through a quote or order?

Unfortunately your quote will not be saved if you lose connection for a substantial amount of time, and you will need to restart the process.

can I place an order via phone or any other method?

You can only order via the net10 portal.

will I get charged if I cancel an order?

No, there is no charge for cancelling an order. However, it is worth remembering that you may only cancel orders whilst they are in the 'pending' stage. All orders have next working day delivery when ordered before 7pm. You can simply return unwanted orders at no charge via the returns process.

is there a limit on returns in a specified time period?

There is no cap on the amount of returns within any time frame. All Paxton products are covered under the 5 year guarantee. Other manufacturers' products are covered under their individual warranties.

how long will delivery of my replacement items take?

You will receive a notification with a specific delivery date - provided you place your return by 7pm you will receive your replacement items the next working day.

when I check 'place order for replacement products', how long will it be before I hear from you?

You will receive an email notification once products have been despatched. If you order your replacement products by 7pm, you will receive your items the next working day.

more support

get in touch

Go to the **contact us** tab in the net10 portal to get in touch with Paxton's net10 technical support team, available five days a week , Monday to Friday, 8:30 -18:00. You can submit your comments via our feedback form.

You can also contact our net10 technical support team on:

email

net10support@paxton-access.com

call

UK:
+44 (0)1273 810649

training

book your free training by contacting us on training@paxton.co.uk

We look forward to hearing from you.

Paxton

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